



# DPT LABS

## Leadership Development Program

### LEADERSHIP ESSENTIALS I&II

(Two Half Day Sessions)

#### **Overview**

Supervisors play a key role in any organization. They are responsible for creating a link between upper management and front-line employees, and have a dramatic impact on employee performance and behavior. Supervisors are considered “agents” of their organizations, and have corresponding power and accountability. **Leadership Essentials** will help supervisors understand their roles and responsibilities and the dramatic impact they have on the organization’s bottom line.

#### **Program Objectives**

- Understand what it takes to be a leader
- Learn to recognize the legalities of leadership
- Understand how vision and leadership go hand in hand
- Identify why some people just don’t get motivated
- Write a personalized action plan to enhance your supervisory skills

### INTERPERSONAL COMMUNICATIONS

#### **Overview**

Effective communication is an essential skill in today’s fast paced business environment. People who understand that communication is a complex process, realize it can often be challenging, but rewarding, when the appropriate steps are taken to enhance their active listening skills. **Interpersonal Communications** is designed to help people understand the importance of effective communications skills in personal as well as professional success.

#### **Program Objectives**

- How people’s perceptions and viewpoints differ
- The basics of face-to-face communication
- The difference between one-way and two-way communication
- To improve active listening skills

### EFFECTIVE DELEGATION (EMPOWERMENT)

#### **Overview**

As a manager or supervisor in the business world of the 21<sup>st</sup> century, chances are you struggle with finding enough time to handle your wide range of responsibilities. The fact is, many people in leadership positions are expected to handle a very large “plate” of projects that can’t possibly be accomplished by just one person. So what can you do? That’s when the art of empowerment steps in. Empowering people doesn’t mean you simply hand a project over to someone else. Rather, you are still responsible, but your skillful guidance can show your employees how to handle a project the right way without handholding.

#### **Program Objectives**

- The difference between commitment and compliance motivation
- A matrix for identifying what people need in order to be empowered
- How to strengthen relationships and develop trust with employees
- How to decide which projects to delegate

## **DEALING WITH DIFFICULT PEOPLE**

### **Overview**

Whether the inappropriate behavior is perpetual lying, manipulating, discouraging others, being a tough guy, criticizing others, or resisting authority, it's best to address the problem early on. If you wait too long in hopes that the behavior will go away, you not only allow the issue to get worse, you also detract from the productivity of everyone involved: you, the problem employee, and their co-workers. If you attend this workshop, we'll show you how to handle any situation. You'll learn how to:

### **Program Objectives**

- Learn to confront behavior that fails to meet your expectations
- Understand the importance of discipline and conformity in building trust
- Develop a set of non-negotiables for those whom you lead
- Practice the skill of harnessing harmful behavior

## **GROUP DYNAMICS (The Interaction of Teams)**

### **Overview**

In an atmosphere of positive group dynamics, people feel safe and are free to share ideas which contribute to the success of the group. Teams that do not understand and manage the dynamics of their group often have an atmosphere of tension, mistrust, and conflict, where people withhold their participation, and dread coming to work. Such groups, even though made up of good and talented people, will flounder, failing to realize their full potential. Being aware of group dynamics can help build a climate of trust, open participation and mutual cooperation.

### **Program Objectives**

- Learn how group dynamics effective team communications
- Learn about group process and shared leadership
- Determine what you can do personally to improve team interpersonal skills
- Identify how your team will improve its team communications

## **TEAM DECISION MAKING**

### **Overview**

Making effective decisions as a team may be one of the most challenging issues faced by teams today. We find that if teams are not in alignment with their values and their decision making process, they become unable to move forward and become embedded in a stalemate. To avoid chaos, teams need tools to help organize and bring structure in making the decisions needed for them to achieve their results. Team Decision Making will help supervisors and managers understand this and provide them the skills to bring this process back to their departments.

### **Program Objectives**

- Learn about methods of group decision making
- Practice using a group decision-making model
- Identify how your team will improve its group decision making
- Review who is responsible for current team decisions

## **EFFECTIVE PROBLEM SOLVING**

### **Overview**

What happens to a group's problem solving capability if there is one uninformed or uncooperative team member? Where teams are interdependent, the collaboration of the whole team is required to solve some problems. Teams who trust each other, communicate and collaborate with each other will solve problems better. If problems are viewed as opportunities, rather than negative experiences then quite often these "problems" are not covered up and dreaded but exposed and built upon. Effective Problem Solving helps to bring the team together and understand these practices.

### **Program Objectives**

- Realize the challenges of group problem solving
- Learn about a model for group problem solving and how to use it
- Practice using a cause and effect diagrams to analyze problems
- See how well your team is set up for effective problem solving

## **GIVING AND RECEIVING FEEDBACK**

### **Overview**

Giving and receiving effective feedback is an essential skill in any leadership position when working with their team. Learning to trust someone and treat them with respect will help build the positive team environment that most organizations strive to achieve. Constant feedback is essential to team growth and team members must maintain a clear signal between each other to ensure effective communications. **Giving and Receiving Feedback** will help leaders understand how to give, as well as receive effective feedback and more importantly, do something with it.

### **Program Objectives**

- Discover how open or closed you are to giving and receiving feedback
- Learn to give effective feedback to others
- Practice giving and receiving live feedback from team members
- Make a personal improvement plan to respond to team feedback